

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matters of
IP-Enabled Services

WC Docket No. 04-36

E911 Requirements for IP-Enabled Service Providers

WC Docket No. 05-196

SUBSCRIBER NOTIFICATION REPORT

Pursuant to the July 26, 2005 Public Notice released by the Enforcement Bureau, Mpower Communications Corp files the following Subscriber Notification Report.

1. A detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (i.e., e-mail, U. S. mail).

On July 15, 2005, Mpower mailed via First Class U.S. Mail to all current VoIP subscribers a notice letter which included a pre-addressed, stamped business reply envelope for return of the signed acknowledgement. The notice letter advised each customer, prominently and in plain language, of the circumstances under which E911 service may not be available through Mpower's VoIP service and/or may be in some way limited as compare to traditional E911 service pursuant to 47 C.F.R. section 9.5(e)(1). The subscriber was advised to sign and return the acknowledgement in the pre-addressed, stamped envelope included.

As of July 26, 2005, 55 VoIP subscribers had not yet returned their acknowledgements. As a result, over a two-day period, July 26 through July 27, 2005, Mpower Customer Care called and either spoke with the authorized party on the account or left a message and annotated the subscriber's account in Mpower's online customer management system.

On July 29, 2005, Mpower sent via First Class U.S. Mail a second mailing to all current VoIP customers. This mailing contained E911 warning stickers pursuant to 47 C.F.R. section 9.5(e)(3). In addition, Mpower included another copy of the customer notification that was previously sent on July 15, 2005 requesting all subscribers who had not yet returned their acknowledgements to do so.

Thereafter, on August 3, 2005, Mpower sent via Certified Mail requiring return receipt a third mailing. This mailing was directed to the 55 VoIP subscribers who had not yet faxed/mailed their acknowledgement as of 5pm E.D.T. on August 2, 2005.

2. A quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005.

Percentage of subscribers which have submitted an affirmative acknowledgement as of the date of this report: 44 %.

Estimated percentage of subscribers from whom Mpower does not expect to receive an acknowledgement by August 29, 2005: 15-20 %.

3. A detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (i.e., e-mail, U. S. mail).

On July 29, 2005, Mpower sent via First Class U.S. Mail a mailing to all current VoIP subscribers. This mailing contained E911 warning stickers pursuant to 47 C.F.R. section 9.5(e)(3).

4. A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in (1) above and/or to whom the provider did not send warning stickers or other appropriate label as identified in (3) immediately above.

None.

5. A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005.

Subscribers have been advised that if they do not affirmatively acknowledge having received and understood the advisory by August 29, 2005, they will have their VoIP service disconnected on August 30, 2005.

6. A detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers.

The notice letter sent to each VoIP subscriber provides for each subscriber to sign an acknowledgement and return via a pre-addressed, stamped envelope to Mpower's customer service department in Las Vegas, Nevada. Upon receipt at Mpower, (a) the acknowledgement is filed by the Manager Customer Care Offline Support, (b) the subscriber's account record in Mpower's online customer management system is annotated, and (c) a spreadsheet of the status of all VoIP subscribers is updated. The notice letter to subscribers also provides for a subscriber to sign and return the acknowledgment via fax to a toll free fax number at Mpower's customer service center in Las Vegas. Upon receipt of a faxed acknowledgement, the same process is performed as in the case of an acknowledgement received via mail.

7. The name, title, address, phone number, and e-mail address of the persons responsible for the Company's compliance efforts with the VoIP E911 Order.

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Submitted on August 10, 2005,

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